**Key Actions to Take**

Develop authentic rapport with your learners

- Actively work to ensure participants have equality with you, the facilitator; respect their experience, skills, and insights.

Encourage genuine peer rapport

- Lead affirming activities that nonthreateningly introduce participants and encourage them to collaborate from the get-go

Give the learners control over the learning environment

- A learner-centered approach means “it’s their class”
- Collaborate with learners to set the ground rules
- Check for learner understanding and perspectives; let their insights shape the discussion

Practice critical self-reflection

- Know your triggers, especially your sense of control or status being threatened
- Consistently reflect on your own emotions so they don’t derail the effort to create a conducive learning environment